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## County of Los Angeles COMMUNITY AND SENIOR SERVICES

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*Enriching Lives Through Effective And Caring Service*



css.lacounty.gov

Cynthia D. Banks  
Director

Otto Solórzano  
Chief Deputy

April 30, 2013

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

# ADOPTED

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

26 April 30, 2013

*Sachi A. Hamai*  
SACHI A. HAMAI  
EXECUTIVE OFFICER

Dear Supervisors:

### **LOS ANGELES COUNTY AREA AGENCY ON AGING 2013-2014 PLANNING AND SERVICE AREA PLAN UPDATE (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

#### **SUBJECT**

The Older Americans Act (OAA) of 1965 mandates all Area Agencies on Aging (AAA) to have an Area Plan that identifies goals and related objectives of each AAA's unique needs. The Los Angeles County Area Agency on Aging 2013-14 Area Plan Update is a document that not only fulfills the mandates set forth in law, but also informs the public and policy-makers, locally and statewide, how the AAA plans to address local needs and accomplish State goals and objectives. The yearly Area Plan Update process enables the AAA to re-examine its direction and progress as a result of changing circumstances, as appropriate.

#### **IT IS RECOMMENDED THAT THE BOARD:**

1. Approve the 2013-14 Planning and Service Area Plan Update (Attachment I).
2. Authorize the Director of Community and Senior Services (CSS), or designee, to sign the Letter of Transmittal on behalf of the Chairman of the Board and submit the plan to the California Department of Aging (CDA).

#### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The recommended actions are necessary to allow CSS to submit the 2013-14 Planning and Service Area Plan Update to the CDA for approval. CDA approval of the Area Plan Update is a required condition of the State's agreement with the AAA.

#### Performance Measures

All agencies contracting with CSS are required to develop benchmark criteria for each of their performance standards. CSS will assess the agencies' performance during each monitoring visit.

#### **Implementation of Strategic Plan Goals**

The activities identified in the Area Plan support the Countywide Strategic Plan Goals: Goal #1 Operational Effectiveness, Goal #2 Children, Family and Adult Well-Being, and Goal #4 Health and Mental Health.

#### **FISCAL IMPACT/FINANCING**

The activities described in the update are financed by the federal OAA, State, and local funds.

#### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The Area Plan reflects a comprehensive and coordinated system with specific goals and objectives for providing services to older and functionally impaired adults with the greatest economic and social need, and to individuals at risk for institutional placement.

The 2013-14 Area Plan Update provides a status report of progress made by the AAA in meeting the specified goals and objectives. The Los Angeles County Commission for Older Adults and the public participated in the planning process, and reviewed and comment on the goals and objective of the plan. County Counsel has reviewed and approved the form of the Area Plan Update (Attachment I).

#### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

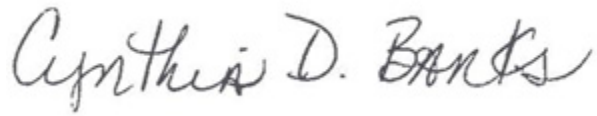
Approval of the 2013-2014 Area Plan Update will enable the AAA to continue with its home- and community-based long-term care initiatives and programs. These programs provide opportunities for functionally impaired and older adults to live out their lives with maximum independence and dignity in their own homes and communities.

The Honorable Board of Supervisors

4/30/2013

Page 3

Respectfully submitted,

A handwritten signature in cursive script that reads "Cynthia D. Banks". The ink is dark and the signature is fluid.

CYNTHIA D. BANKS

Director

CDB:OS

LCS:aa

Enclosures

c: Chief Executive Office  
County Counsel  
Executive Officer, Board of Supervisors

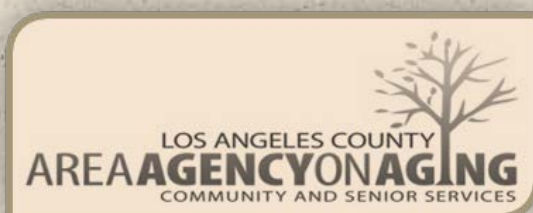


# LOS ANGELES COUNTY PSA 19



THE ROAD TO SUCCESS...

## AREA AGENCY ON AGING 2013 – 2014 AREA PLAN UPDATE





**TABLE OF CONTENTS**

	Page
Area Plan Checklist .....	3
Transmittal Letter .....	4
Estimated Number of Lower Income Minority Older Individuals.....	5
Public Hearings .....	6
Service Unit Plan (SUP) Objectives .....	9

## 2013-2014 AREA PLAN UPDATE CHECKLIST

Section	Area Plan Update Components	Check if Included	
	Transmittal Letter – must have original signatures or official signature stamps	<input checked="" type="checkbox"/>	
2, 3, or 4	Estimate of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>	
7	Public Hearings	<input checked="" type="checkbox"/>	
10	Service Unit Plan (SUP) Objectives	<input checked="" type="checkbox"/>	
	If there has been a <b>CHANGE</b> from the 2012/16 Area Plan, or if the section was not included in the 2012/16 Area Plan, update the following:	<div style="text-align: center;">                     Mark Changed/Not Changed (C or N/C)  <b>C      N/C</b> </div>	
NC	Minimum Percentage/Adequate Proportion	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Needs Assessment <sup>1</sup>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Area Plan Narrative Goals and Objectives		
9	• System-Building and Administration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title III B - Funded Programs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title III B - Transportation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title III B Funded Program Development/Coordination (PD or C)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title III B/VII A Long-Term Care Ombudsman/Elder Abuse Prevention Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Title III C-1	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Title III C-2	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Title III D	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Title III E - Family Caregiver Support Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• Title V - SCSEP Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	• HICAP Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Notice of Intent to Provide Direct Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Request for Approval to Provide Direct Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Governing Board	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17	Advisory Council	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18	Legal Assistance	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**TRANSMITTAL LETTER  
Area Plan Update  
2013-2014**

**AAA Name:** Los Angeles County Area Agency on Aging

**PSA Number** 19

This Area Plan Update is hereby submitted to the California Department of Aging for approval. The Governing Board and the Los Angeles County Commission for Older Adults (LACCOA) have each had the opportunity to participate in the planning process and to review and comment on the Area Plan Update. The Governing Board, LACCOA, and Area Agency Director actively support the planning and development of community-based systems of care and will ensure compliance with the assurances set forth in the 2012-2016 Area Plan. The undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older individuals and their family caregivers in this planning and service area.

1. Signature: \_\_\_\_\_  
Supervisor Mark Ridley-Thomas  
Governing Board Chair <sup>1</sup>

\_\_\_\_\_  
Date

2. Signature: \_\_\_\_\_  
Marilyn Fried, President  
Los Angeles County Commission for Older Adults

\_\_\_\_\_  
Date

3. Signature: \_\_\_\_\_  
Cynthia D. Banks, Director  
Community & Senior Services,  
Area Agency on Aging

\_\_\_\_\_  
Date

<sup>1</sup> Original signatures or official signature stamps are required.

## **Estimated Number of Lower Income Minority Older Individuals (Target Population)**

The Older Americans Act (OAA) defines a number of “target populations” which Area Agencies on Aging (AAA) should make special efforts to include in the planning and delivery of community-based services. These targeted groups consist of older individuals with any of the following characteristics:

- Native American
- Isolated, Neglected, and/or Exploited
- Frailty
- Reside in Rural Areas
- Have Limited English-Speaking Ability
- Have Alzheimer’s Disease and Related Disorders
- Have Disabilities, especially Severe Disabilities
- Unemployed Low-income Seniors
- Caregivers (as defined in Title III-E)
- At risk of institutionalization

In addition, the OAA defines two special categories of targeted individuals. Those with the “greatest economic need” are seniors, particularly minority seniors, with need resulting from an income level at or below the Federal Poverty Level. Second, older adults with the “greatest social need” that have a need caused by non-economic factors such as physical or mental disability, language barriers, or cultural, social or geographic isolation that either restricts the ability of an individual to perform daily tasks or threatens their capacity to live independently.

It is the main focus of the AAA to serve those with the greatest economic and social needs and efforts are made to also help all targeted populations. One of the categories included in this population is frail seniors who are at risk of institutionalization. In addition, it is critical that all AAA-funded providers make this a priority. The protection from abuse, neglect and exploitation is also a critical issue for the County and AAA. Addressing these issues is done primarily through a network of partners, including collaboration with administrators of the Ombudsman program. Elder abuse prevention services are also provided by CSS’ Adult Protective Services, who partner with agencies such as the Los Angeles County Sheriff’s Department, Consumer Affairs, and others.

The Los Angeles County AAA is estimating to serve the following number of lower income minority older individuals for the FY 2013-14:

- Minority clients – 26,458 (60%)
- Rural clients – 644 (1%)
- Low income clients (below poverty level) – 19,553 (44%)



## **SECTION 7**

### **PUBLIC HEARINGS**

**SECTION 7 - PUBLIC HEARINGS****PSA 19**

At least one public hearing must be held each year of the four-year planning cycle.

CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308, OAA 2006 306(a)

<b>Fiscal Year</b>	<b>Date</b>	<b>Location</b>	<b>Number of Attendees</b>	<b>Presented in languages other than English? <sup>2</sup> Yes or No</b>	<b>Was hearing held at a Long-Term Care Facility? <sup>3</sup> Yes or No</b>
<b>2012-13</b>	<b>See Below</b>				
<b>2013-14</b>	<b>See Below</b>				
<b>2014-15</b>					
<b>2015-16</b>					
<b>Date</b>		<b>Location</b>	<b>Number Attending</b>	<b>Area Plan Presented with Translator</b>	<b>Hearing Held at Long-Term Care Facility</b>
<b>January 28, 2013</b>		<b>City of Claremont, Joslyn Center 660 N. Mountain Avenue Claremont, CA 91711</b>	<b>39</b>	<b>Yes</b>	<b>No</b>
<b>January 29, 2013</b>		<b>Antelope Valley Senior Center 777 W. Jackman St. Lancaster, CA 93534</b>	<b>40</b>	<b>Yes</b>	<b>No</b>
<b>February 11, 2013</b>		<b>Centro Maravilla Service Center 4716 Cesar E. Chavez Ave. Los Angeles, CA 90022</b>	<b>12</b>	<b>Yes</b>	<b>No</b>
<b>February 12, 2013</b>		<b>ONEgeneration Senior Enrichment Center 18255 Victory Blvd. Reseda, CA 91335</b>	<b>36</b>	<b>Yes</b>	<b>No</b>
<b>February 13, 2013</b>		<b>Wilmington Senior Center 1371 N. Eubank Ave. Wilmington, CA 90744</b>	<b>47</b>	<b>Yes</b>	<b>No</b>
<b>February 14, 2013</b>		<b>Dollarhide Senior Center 1106 N. Oleander Avenue Compton, CA 90222</b>	<b>28</b>	<b>Yes</b>	<b>No</b>

<sup>2</sup> A translator is not required unless the AAA determines a significant number of attendees require translation services.

<sup>3</sup> AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

**The following must be discussed at each Public Hearing conducted during the planning cycle:**

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.

A notice of the Public Hearing was placed in newspapers throughout Los Angeles County and City. Flyers were sent to contract agencies, public libraries, Senior Centers and notification was sent to Board offices.

2. Were proposed expenditures for Program Development (PD) and Coordination (C) discussed?

☒ Yes. Go to question #3

☐ Not applicable, PD and C funds are not used. Go to question #4

3. Summarize the comments received concerning proposed expenditures for PD and C

AAA should do more collaboration with outside agencies and more outreach to promote their programs.

4. Attendees were provided the opportunity to testify regarding setting of minimum percentages of Title III B program funds to meet the adequate proportion funding for Priority Services

☒ Yes. Go to question #5

☐ No, Explain:

5. Summarize the comments received concerning minimum percentages of Title III B funds to meet the adequate proportion funding for priority services.

No comments pertaining to the adequate proportion.

6. List any other issues discussed or raised at the public hearing.

- Transportation
- Information and resources
- Nutrition program – funding concerns
- Elder abuse – hotline information
- Senior housing availability

7. Note any changes to the Area Plan which were a result of input by attendees.

Objective on Transportation was added to the 2012-2016 Area Plan based on an expressed need.

**SECTION 10**

**SERVICE UNIT PLAN (SUP) OBJECTIVES**

**SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES****PSA 19****TITLE III/VII SERVICE UNIT PLAN OBJECTIVES  
CCR Article 3, Section 7300(d)**

The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service. They are defined in the [NAPIS State Program Report](#).

For services not defined in NAPIS, refer to the [Service Categories and Data Dictionary](#).

Report the units of service to be provided with **ALL funding sources**. Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles III B, III C-1, III C-2, III D, VII (a) and VII (b).

**1. Personal Care (In-Home)****Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	14,300	1	1.1, 1.2
2013-2014	14,100	1	1.1, 1.2
2014-2015			
2015-2016			

**2. Homemaker****Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	31,500	1	1.1, 1.2
2013-2014	31,500	1	1.1, 1.2
2014-2015			
2015-2016			

**3. Chore****Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013			
2013-2014			
2014-2015			
2015-2016			

**4. Home-Delivered Meal****Unit of Service = 1 meal**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	879,300	1	1.1, 1.2
2013-2014	879,300	1	1.1, 1.2
2014-2015			
2015-2016			

**5. Adult Day Care/Adult Day Health****Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013			
2013-2014			
2014-2015			
2015-2016			

**6. Case Management****Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	34,200	1	1.1, 1.2
2013-2014	34,200	1	1.1, 1.2
2014-2015			
2015-2016			

**7. Assisted Transportation****Unit of Service = 1 one-way trip**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013			
2013-2014			
2014-2015			
2015-2016			



**8. Congregate Meals****Unit of Service = 1 meal**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	1,200,000	1, 2	1.1, 1.2, 2.2
2013-2014	1,200,000	1, 2	1.1, 1.2, 2.2
2014-2015			
2015-2016			

**9. Nutrition Counseling****Unit of Service = 1 session per participant**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	3,500	1, 2	1.1, 1.2, 2.2
2013-2014	3,500	1, 2	1.1, 1.2, 2.2
2014-2015			
2015-2016			

**10. Transportation****Unit of Service = 1 one-way trip**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013			
2013-2014			
2014-2015			
2015-2016			

**11. Legal Assistance****Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	7,000	1	1.1, 1.2
2013-2014	7,000	1	1.1, 1.2
2014-2015			
2015-2016			

**12. Nutrition Education****Unit of Service = 1 session per participant**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	60,000	1	1.1, 1.2
2013-2014	65,000	1	1.1, 1.2
2014-2015			
2015-2016			

**13. Information and Assistance****Unit of Service = 1 contact**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	7,500	1	1.1, 1.2
2013-2014	9,000	1	1.1, 1.2
2014-2015			
2015-2016			

**14. Outreach****Unit of Service = 1 contact**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	15,000	1	1.1, 1.2
2013-2014	18,000	1	1.1, 1.2
2014-2015			
2015-2016			

# 15. NAPIS Service Category – “Other” Title III Services

- Each **Title III B** “Other” service must be an approved NAPIS Program 15 service listed on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122) and the CDA Service Categories and Data Dictionary.
- Identify **Title III D**/Medication Management services (required) and all **Title III B** services to be funded that were not reported in NAPIS categories 1–14 and 16. (Identify the specific activity under the Service Category on the “Units of Service” line when applicable.)
- **Title III D/Health Promotion and Medication Management requires a narrative goal and objective.** The objective should clearly explain the service activity being provided to fulfill the service unit requirement.

## Title III B, Other Supportive Services <sup>4</sup>

For all Title IIIB “Other” Supportive Services, use the appropriate Service Category name and Unit of Service (Unit Measure) listed in the CDA Service Categories and Data Dictionary. All “Other” services must be listed separately. Duplicate the table below as needed.

### Alzheimer’s Day Care

**Unit of Service = 1 Day of Attendance**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	4,500	1	1.1, 1.2
2013-2014	4,900	1	1.1, 1.2
2014-2015			
2015-2016			

### In-Home Respite

**Unit of Service = 1 Hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	2,300	1	1.1, 1.2
2013-2014	2,100	1	1.1, 1.2
2014-2015			
2015-2016			

### Registry

**Unit of Service = 1 Hour**

<sup>6</sup> Other Supportive Services: Visiting (In-Home) now includes telephoning (See Area Plan budget).

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	12,947	1	1.1, 1.2
2013-2014	12,900	1	1.1, 1.2
2014-2015			
2015-2016			

#### **Telephone Reassurance**

#### **Unit of Service 1 Contact**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	77,500	1	1.1, 1.2
2013-2014	77,500	1	1.1, 1.2
2014-2015			
2015-2016			

#### **Senior Center Activities**

#### **Unit of Service = 1 Hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	20,000	1	1.1, 1.2
2013-2014	20,000	1	1.1, 1.2
2014-2015			
2015-2016			

**Instructions for Title III D /Health Promotion and Medication Management:** List number of contacts for unit of service being performed to fulfill the service unit requirement. If Title III D Health Promotion funds are designated to support Title III C Nutrition Education and/or Nutrition Counseling services, report the service units under Title III C NAPIS 9. Nutrition Counseling and/or NAPIS 12. Nutrition Education. Add an objective under Title III D Nutrition Education to identify if Title III D funds are used to pay for Title III C Nutrition Education service units.

- **Service Activity:** List all the specific allowable service activities provided in the definition of Title III D/Health Promotion in the CDA Service Categories and Data Dictionary, i.e., health risk assessments; routine health screening; nutrition counseling/education services; evidence-based health promotion; physical fitness, group exercise, music, art therapy, dance movement and programs for multigenerational participation; home injury control services; screening for the prevention of depression and coordination of other mental health services; gerontological and social service counseling; and education on preventive health services. Primary activities are normally on a one-to-one basis; if done as a group activity, each participant shall be counted as one contact unit.

#### 16. Title III D Health Promotion

**Unit of Service = 1 contact**

#### **Service Activities: Physical Fitness/Nutrition Education/ Medication Management**

- **Title III D/Health Promotion:** Enter program goal and objective numbers in the Title III D Service Plan Objective Table below.

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	19,000	2	2.2
2013-2014	19,000	2	2.2
2014-2015			
2015-2016			

**TITLE III B and Title VII A:**

**LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES**

**2012–2016 Four-Year Planning Cycle**

As mandated by the Older Americans Act, the mission of the LTC Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of LTC facilities with the goal of enhancing the quality of life and care of residents.

Baseline numbers are obtained from the local LTC Ombudsman Program's FY 2010-2011 National Ombudsman Reporting System (NORS) data as reported in the State Annual Report to the Administration on Aging (AoA).

Targets are to be established jointly by the AAA and the local LTC Ombudsman Program Coordinator. Use the baseline year data as the benchmark for determining FY 2012-2013 targets. For each subsequent FY target, use the most recent FY AoA data as the benchmark to determine realistic targets. Refer to your local LTC Ombudsman Program's last three years of AoA data for historical trends. Targets should be reasonable and attainable based on current program resources.

Complete all Measures and Targets for Outcomes 1-3.

**Outcome 1. The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. [OAA Section 712(a)(3),(5)]**

**Measures and Targets:**

**A. Complaint Resolution Rate** (AoA Report, Part I-E, Actions on Complaints)

The average California complaint resolution rate for FY 2009-2010 was 73%.

1. FY 2010-2011 Baseline Resolution Rate: <u>70%</u> Number of complaints resolved <u>3819</u> + Number of partially resolved complaints <u>707</u> divided by the Total Number of Complaints Received <u>6396</u> = Baseline Resolution Rate <u>70%</u>
2. FY 2012-2013 Target: Resolution Rate <u>70%</u>
3. FY 2011-2012 AoA Resolution Rate <u>68%</u> FY 2013-2014 Target: Resolution Rate <u>70%</u>
4. FY 2012-2013 AoA Resolution Rate ____% FY 2014-2015 Target: Resolution Rate ____%
5. FY 2013-2014 AoA Resolution Rate ____% FY 2015-2016 Target: Resolution Rate ____%
Program Goals and Objective Numbers: Goal 3. Objective 3.2



**B. Work with Resident Councils** (AoA Report, Part III-D, #8)

1. FY 2010-2011 Baseline: number of meetings attended <u>273</u>
2. FY 2012-2013 Target: <u>251</u>
3. FY 2011-2012 AoA Data: <u>213</u> FY 2013-2014 Target: <u>251</u>
4. FY 2012-2013 AoA Data: ____ FY 2014-2015 Target: ____
5. FY 2013-2014 AoA Data: ____ FY 2015-2016 Target: ____
Program Goals and Objective Numbers: Goal 3. Objective 3.2

**C. Work with Family Councils** (AoA Report, Part III-D, #9)

1. FY 2010-2011 Baseline: number of meetings attended <u>5</u>
2. FY 2012-2013 Target: number <u>5</u>
3. FY 2011-2012 AoA Data: <u>3</u> FY 2013-2014 Target: <u>5</u>
4. FY 2012-2013 AoA Data: ____ FY 2014-2015 Target: ____
5. FY 2013-2014 AoA Data: ____ FY 2015-2016 Target: ____
Program Goals and Objective Numbers: Goal 3. Objective 3.2

**D. Consultation to Facilities** (AoA Report, Part III-D, #4) Count of instances of ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by telephone, letter, email, fax, or in person.

1. FY 2010-2011 Baseline: number of consultations <u>239</u>
2. FY 2012-2013 Target: <u>260</u>
3. FY 2011-2012 AoA Data: <u>262</u> FY 2013-2014 Target: <u>260</u>
4. FY 2012-2013 AoA Data: ____ FY 2014-2015 Target: ____
5. FY 2013-2014 AoA Data: ____ FY 2015-2016 Target: ____
Program Goals and Objective Numbers: Goal 3. Objective 3.2

**E. Information and Consultation to Individuals** (AoA Report, Part III-D, #5) Count of instances of ombudsman representatives' interactions with residents, family members, friends, and others in the community for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by telephone, letter, email, fax, or in person.

1. FY 2010-2011 Baseline: number of consultations <u>663</u>
2. FY 2012-2013 Target: <u>665</u>
3. FY 2011-2012 AoA Data: <u>1,312</u> FY 2013-2014 Target: <u>1,000</u>
4. FY 2012-2013 AoA Data: ____ FY 2014-2015 Target: ____
5. FY 2013-2014 AoA Data: ____ FY 2015-2016 Target: ____
Program Goals and Objective Numbers: Goal 3. Objective 3.2

**F. Community Education** (AoA Report, Part III-D, #10) LTC Ombudsman Program participation in public events planned to provide information or instruction to community members about the LTC Ombudsman Program or LTC issues. The number of sessions refers to the number of events, not the number of participants.

1. FY 2010-2011 Baseline: number of sessions <u>19</u>
2. FY 2012-2013 Target: <u>10</u>
3. FY 2011-2012 AoA Data: <u>7</u> FY 2013-2014 Target: <u>7</u>
4. FY 2012-2013 AoA Data: ____ FY 2014-2015 Target: ____
5. FY 2013-2014 AoA Data: ____ FY 2015-2016 Target: ____
Program Goals and Objective Numbers: Goal 3. Objective 3.2

## G. Systems Advocacy

- FY 2012-2013 Activity: In the box below, in narrative format, please provide at least one new priority systemic advocacy effort the local LTC Ombudsman Program will engage in during the fiscal year.

Systems Advocacy can include efforts to improve conditions in one LTC facility or can be county-wide, State-wide, or even national in scope. (Examples: Work with LTC facilities to improve pain relief or increase access to oral health care, work with law enforcement entities to improve response and investigation of abuse complaints, collaboration with other agencies to improve LTC residents' quality of care and quality of life, participation in disaster preparedness planning, participation in legislative advocacy efforts related to LTC issues, etc.)

Enter information in the box below.

### Systemic Advocacy Effort(s)

Presentations to legislators and local officials regarding issues impacting residents who reside in long-term care facilities.

## Outcome 2. Residents have regular access to an Ombudsman. [(OAA Section 712(a)(3)(D), (5)(B)(ii)]

### Measures and Targets:

#### A. Facility Coverage (other than in response to a complaint), (AoA Report, Part III-D, #6)

Percentage of nursing facilities within the PSA that were visited by an ombudsman representative at least once each quarter **not** in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. NOTE: This is not the total number of visits per year. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

1. FY 2010-2011 Baseline: 55%

Number of Nursing Facilities visited at least once a quarter not in response to a complaint 148 divided by the number of Nursing Facilities 269.

2. FY 2012-2013 Target: 50%

3. FY 2011-2012 AoA Data: 51% FY 2013-2014 Target: 55%

4. FY 2012-2013 AoA Data: \_\_\_\_% FY 2014-2015 Target: \_\_\_\_%

5. FY 2013-2014 AoA Data: \_\_\_\_% FY 2015-2016 Target: \_\_\_\_%

Program Goals and Objective Numbers: Goal 3. Objective 3.2

**B. Facility Coverage (other than in response to a complaint) (AoA Report, Part III-D, #6)**

Percentage of RCFEs within the PSA that were visited by an ombudsman representative at least once each quarter during the fiscal year **not** in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA. NOTE: This is not the total number of visits per year. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

1. FY 2010-2011 Baseline: <u>7%</u>  Number of RCFEs visited at least once a quarter not in response to a complaint <u>58</u> divided by the number of RCFEs <u>826</u>
2. FY 2012-2013 Target: <u>65%</u>
3. FY 2011-2012 AoA Data: <u>51</u> % FY 2013-2014 Target: <u>51%</u>
4. FY 2012-2013 AoA Data: ____ % FY 2014-2015 Target: ____ %
5. FY 2013-2014 AoA Data: ____ % FY 2015-2016 Target: ____%
Program Goals and Objective Numbers: Goal 3. Objective 3.2

**C. Number of Full-Time Equivalent (FTE) Staff** (AoA Report Part III. B.2. - Staff and Volunteers) (One FTE generally equates to 40 hours per week or 1,760 hours per year) This number may only include staff time legitimately charged to the LTC Ombudsman Program. For example, the FTE for a staff member who works in the Ombudsman Program 20 hours a week should be 0.5. Time spent working for or in other programs may not be included in this number. Verify number of staff FTEs with Ombudsman Program Coordinator.

1. FY 2010-2011 Baseline: FTEs <u>8.36</u>
2. FY 2012-2013 Target: <u>8</u> FTEs
3. FY 2011-2012 AoA Data: <u>7.52</u> FTEs FY 2013-2014 Target: <u>7.52</u> FTEs
4. FY 2012-2013 AoA Data: ____ FTEs FY 2014-2015 Target: ____ FTEs
5. FY 2013-2014 AoA Data: ____ FTEs FY 2015-2016 Target: ____ FTEs
Program Goals and Objective Numbers: Goal 3. Objective 3.2

**D. Number of Certified LTC Ombudsman Volunteers** (AoA Report Part III. B.2. – Staff and Volunteers)

Verify numbers of volunteers with Ombudsman Program Coordinator.

1. FY 2010-2011 Baseline: Number of certified LTC Ombudsman volunteers as of June 30, 2010 <u>149</u>
2. FY 2012-2013 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2013 <u>149</u>
3, FY 2011-2012 AoA Data: <u>61</u> certified volunteers  FY 2013-2014 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2014 <u>65</u>
4. FY 2012-2013 AoA Data: ____ certified volunteers  FY 2014-2015 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2015 ____
5. FY 2013-2014 AoA Data: ____ certified volunteers  FY 2015-2016 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2016 ____
Program Goals and Objective Numbers: Goal 3. Objective 3.2

**Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [OAA Section 712(c)]**

**Measures and Targets:**

**A.** At least once each fiscal year, the Office of the State Long-Term Care Ombudsman sponsors free training on each of four modules covering the reporting process for the National Ombudsman Reporting System (NORS). These trainings are provided by telephone conference and are available to all certified staff and volunteers. Local LTC Ombudsman Programs retain documentation of attendance in order to meet annual training requirements.

1. FY 2010-2011 Baseline number of Ombudsman Program staff and volunteers who attended NORS Training Parts I, II, III and IV 45

**Please obtain this information from the local LTC Ombudsman Program Coordinator.**

2. FY 2012-2013 Target: number of Ombudsman Program staff and volunteers attending NORS Training Parts I, II, III and IV 45

3. FY 2011-2012 number of Ombudsman Program staff and volunteers who attended NORS Training Parts I, II, III, and IV 70

FY 2013-2014 Target Per PM 13-01(P), this section is no longer required

4. FY 2012-2013 number of Ombudsman Program staff and volunteers who attended NORS Training Parts I, II, III, and IV \_\_\_\_\_

FY 2014-2015 Target \_\_\_\_\_

5. FY 2013-2014 number of Ombudsman Program staff and volunteers who attended NORS Training Parts I, II, III, and IV \_\_\_\_\_

FY 2015-2016 Target: \_\_\_\_\_

Program Goals and Objective Numbers: Goal 3. Objective 3.2



**TITLE VII B ELDER ABUSE PREVENTION**  
**SERVICE UNIT PLAN OBJECTIVES**

**Units of Service: AAA must complete at least one category from the Units of Service below.**

Units of Service categories include public education sessions, training sessions for professionals, training sessions for caregivers served by a Title III E Family Caregiver Support Program, educational materials distributed, and hours of activity spent developing a coordinated system which addresses elder abuse prevention, investigation, and prosecution.

When developing targets for each fiscal year, refer to data reported on the Elder Abuse Prevention Quarterly Activity Reports. Set realistic goals based upon the prior year's numbers and the resources available.

AAAs must provide one or more of the service categories below. NOTE: The number of sessions refers to the number of presentations and not the number of attendees

- **Public Education Sessions** – Please indicate the total number of projected education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Professionals** – Please indicate the total number of projected training sessions for professionals (service providers, nurses, social workers) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Caregivers Served by Title III E** – Please indicate the total number of projected training sessions for unpaid family caregivers who are receiving services under Title III E of the Older Americans Act (OAA) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation. OAA 302(3) 'Family caregiver' means an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.
- **Hours Spent Developing a Coordinated System to Respond to Elder Abuse** – Please indicate the number of hours to be spent developing a coordinated system to respond to elder abuse. This category includes time spent coordinating services provided by the AAA or its contracted service provider with services provided by Adult Protective Services, local law enforcement agencies, legal services providers, and other agencies involved in the protection of elder and dependent adults from abuse, neglect, and exploitation.
- **Educational Materials Distributed** – Please indicate the type and number of educational materials to be distributed to the general public, professionals, and caregivers (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Number of Individuals Served** – Please indicate the total number of individuals expected to be reached by any of the above activities of this program.

**TITLE VIIB ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES**

<b>Fiscal Year</b>	<b>Total # of Public Education Sessions</b>
2012-13	40
2013-14	30
2014-15	
2015-16	

<b>Fiscal Year</b>	<b>Total # of Training Sessions for Professionals</b>
2012-13	10
2013-14	20
2014-15	
2015-16	

<b>Fiscal Year</b>	<b>Total # of Training Sessions for Caregivers served by Title III E</b>
2012-13	
2013-14	
2014-15	
2015-16	

<b>Fiscal Year</b>	<b>Total # of Hours Spent Developing a Coordinated System</b>
2012-13	500
2013-14	500
2014-15	
2015-16	

<b>Fiscal Year</b>	<b>Total # of Copies of Educational Materials to be Distributed</b>	<b>Description of Educational Materials</b>
2012-2013	2000	Elder Abuse Resource Guides (English/Spanish)
	500	Mental Health for Elder Abuse
	100	California Elder Justice Blue Print
2013-2014	2300	Elder Abuse Resource Guides (English/Spanish)
	300	Mandatory Reporters Guides
2014-2015		
2015-2016		

<b>Fiscal Year</b>	<b>Total Number of Individuals Served</b>
2012-2013	4500
2013-2014	4000
2014-2015	
2015-2016	

**TITLE III E SERVICE UNIT PLAN OBJECTIVES**  
**CCR Article 3, Section 7300(d)**

**2012–2016 Four-Year Planning Period**

This Service Unit Plan (SUP) utilizes the five broad federally-mandated service categories defined in PM 11-11. Refer to the CDA Service Categories and Data Dictionary Revisions Effective July 1, 2011 for eligible activities and service unit measures. Specify proposed audience size or units of service for ALL budgeted funds.

**Direct and/or Contracted III E Services**

<b>CATEGORIES</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Family Caregiver Services Caring for Elderly</b>	<b><i>Proposed</i> Units of Service</b>	<b><i>Required</i> Goal #(s)</b>	<b><i>Optional</i> Objective #(s)</b>
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
2012-2013	# of activities: 9,870 Total est. audience for above: 169,000	1	1.1, 1.2
2013-2014	# of activities: 9,870 Total est. audience for above: 202,000	1	1.1, 1.2
2014-2015	# of activities: Total est. audience for above:		
2015-2016	# of activities: Total est. audience for above:		
<b>Access Assistance</b>	<b>Total contacts</b>		
2012-2013	5,868	1	1.1, 1.2
2013-2014	9,420	1	1.1, 1.2
2014-2015			
2015-2016			
<b>Support Services</b>	<b>Total hours</b>		
2012-2013	12,700	1	1.1, 1.2
2013-2014	12,700	1	1.1, 1.2
2014-2015			
2015-2016			

<b>Respite Care</b>	<b>Total hours</b>		
2012-2013	27,200	1	1.1, 1.2
2013-2014	27,200	1	1.1, 1.2
2014-2015			
2015-2016			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2012-2013	2,200	1	1.1, 1.2
2013-2014	2,200	1	1.1, 1.2
2014-2015			
2015-2016			

**Direct and/or Contracted III E Services**

<b>Grandparent Services Caring for Children</b>	<b><i>Proposed</i> Units of Service</b>	<b><i>Required</i> Goal #(s)</b>	<b><i>Optional</i> Objective #(s)</b>
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
2012-2013	# of activities: 1,576 Total est. audience for above: 16,800	1	1.1, 1.2
2013-2014	# of activities: 1,576 Total est. audience for above: 18,000	1	1.1, 1.2
2014-2015	# of activities: Total est. audience for above:		
2015-2016	# of activities: Total est. audience for above:		
<b>Access Assistance</b>	<b>Total contacts</b>		
2012-2013	1,430	1	1.1, 1.2
2013-2014	2,580	1	1.1, 1.2
2014-2015			
2015-2016			
<b>Support Services</b>	<b>Total hours</b>		
2012-2013	1,900	1	1.1, 1.2
2013-2014	1,900	1	1.1, 1.2
2014-2015			
2015-2016			
<b>Respite Care</b>	<b>Total hours</b>		
2012-2013	1,600	1	1.1, 1.2
2013-2014	1,600	1	1.1, 1.2
2014-2015			
2015-2016			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2012-2013	70	1	1.1, 1.2
2013-2014	70	1	1.1, 1.2
2014-2015			
2015-2016			

**SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**

List all SCSEP monitor sites (contract or direct) where the AAA  
provides services within the PSA (Please add boxes as needed)

<b>Location/Name (AAA office, One Stop, Agency, etc):</b> Los Angeles County Area Agency on Aging
<b>Street Address:</b> 3333 Wilshire Blvd., Suite 400, Los Angeles CA 90010
<b>Name and title of all SCSEP staff members (paid and participant):</b>  <i><u>Paid Staff</u></i> Michael Gavigan, Human Services Administrator I Johnnetta Sanders, Social Services Supervisor Agueda Covarrubias, Social Worker Seifu Sebhatu, Social Worker Rachel Moore, Social Worker
<b>Number of paid staff</b> <u>  5  </u> <b>Number of participant staff</b> <u>  0  </u>
<b>How many participants are served at this site?</b> 167

<b>Location/Name (AAA office, One Stop, Agency, etc):</b> Los Angeles Urban League
<b>Street Address:</b> 12700 Avalon Blvd., Los Angeles CA
<b>Name and title of all SCSEP staff members (paid and participant):</b>
<b>Number of paid staff</b> _____ <b>Number of participant staff</b> <u>  0  </u>
<b>How many participants are served at this site?</b> 21

<b>Location/Name (AAA office, One Stop, Agency, etc):</b> Willowbrook Senior Center
<b>Street Address:</b> 12915 South Jarvis Los Angeles, CA 90061
<b>Name and title of all SCSEP staff members (paid and participant):</b>
<b>Number of paid staff</b> _____ <b>Number of participant staff</b> <u>  0  </u>
<b>How many participants are served at this site?</b> 10

<b>Location/Name (AAA office, One Stop, Agency, etc):</b> Dollarhide Neighborhood Center
<b>Street Address:</b> 1108 N. Oleander Compton, CA 90220
<b>Name and title of all SCSEP staff members (paid and participant):</b>
<b>Number of paid staff</b> _____ <b>Number of participant staff</b> <u>  0  </u>
<b>How many participants are served at this site?</b> 27

<b>Location/Name (AAA office, One Stop, Agency, etc):</b> Long Beach Senior Center
<b>Street Address:</b> 1150 East 4th St. Long Beach, CA 90802
<b>Name and title of all SCSEP staff members (paid and participant):</b>
<b>Number of paid staff</b> _____ <b>Number of participant staff</b> <u>  0  </u>
<b>How many participants are served at this site?</b> 23

<b>Location/Name (AAA office, One Stop, Agency, etc):</b> Antelope Valley WorkSource Center
<b>Street Address:</b> 1420 West Avenue I Lancaster, CA 93534
<b>Name and title of all SCSEP staff members (paid and participant):</b>
<b>Number of paid staff</b> _____ <b>Number of participant staff</b> <u>  0  </u>
<b>How many participants are served at this site?</b> 12

<b>Location/Name (AAA office, One Stop, Agency, etc):</b> Santa Clarita Valley Service Center
<b>Street Address:</b> 24271 Main St. Newhall, CA 91321
<b>Name and title of all SCSEP staff members (paid and participant):</b>
<b>Number of paid staff</b> _____ <b>Number of participant staff</b> <u>  0  </u>
<b>How many participants are served at this site?</b> 12



<b>Location/Name (AAA office, One Stop, Agency, etc):</b> San Gabriel Valley Service Center
<b>Street Address:</b> 1441 Santa Anita Ave South El Monte, CA 91733
<b>Name and title of all SCSEP staff members (paid and participant):</b>
<b>Number of paid staff</b> _____ <b>Number of participant staff</b> <u>  0  </u>
<b>How many participants are served at this site?</b> 5

<b>Location/Name (AAA office, One Stop, Agency, etc):</b> San Pedro Service Center
<b>Street Address:</b> 769 W 3RD St San Pedro, CA 90731
<b>Name and title of all SCSEP staff members (paid and participant):</b>
<b>Number of paid staff</b> _____ <b>Number of participant staff</b> <u>  0  </u>
<b>How many participants are served at this site?</b> 27

<b>Location/Name (AAA office, One Stop, Agency, etc):</b> Los Nietos Service Center
<b>Street Address:</b> 11640 E. Slauson Whittier, CA 90606
<b>Name and title of all SCSEP staff members (paid and participant):</b>
<b>Number of paid staff</b> _____ <b>Number of participant staff</b> <u>  0  </u>
<b>How many participants are served at this site?</b> 20

**HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)  
SERVICE UNIT PLAN  
CCR Article 3, Section 7300(d)**

**MULTIPLE PSA HICAPs:** If you are a part of a multiple PSA HICAP where two or more AAAs enter into agreement with one “Managing AAA,” then each AAA must enter State and federal performance target numbers in each AAA’s respective SUP. Please do this in cooperation with the Managing AAA. The Managing AAA is responsible for providing HICAP services in the covered PSAs in a way that is agreed upon and equitable among the participating parties.

**HICAP PAID LEGAL SERVICES:** Complete Section 3 if your Master Contract contains a provision for using HICAP funds to provide HICAP Legal Services.

**STATE & FEDERAL PERFORMANCE TARGETS:** The Centers for Medicare and Medicaid Services (CMS) requires all State Health Insurance Assistance Programs (SHIP) to meet certain targeted performance measures. To help AAAs complete the Service Unit Plan, CDA will annually provide AAAs with individual PSA state and federal performance measure targets.

**Section 1. Primary HICAP Units of Service**

<b>Fiscal Year (FY)</b>	<b>1.1 Estimated Number of Unduplicated Clients Counseled</b>	<b>Goal Numbers</b>
2012-2013	6,040	1
2013-2014	6,040	1
2014-2015		
2015-2016		

**Note:** Clients Counseled equals the number of Intakes closed and finalized by the Program Manager.

<b>Fiscal Year (FY)</b>	<b>1.2 Estimated Number of Public and Media Events</b>	<b>Goal Numbers</b>
2012-2013	165	1
2013-2014	165	1
2014-2015		
2015-2016		

**Note:** Public and Media events include education/outreach presentations, booths/exhibits at health/senior fairs, and enrollment events, excluding public service announcements and printed outreach.

## Section 2: Federal Performance Benchmark Measures

<b>Fiscal Year (FY)</b>	<b>2.1 Estimated Number of Contacts for all Clients Counseled</b>	<b>Goal Numbers</b>
2012-2013	40,000	1
2013-2014	40,000	1
2014-2015		
2015-2016		

**Note:** This includes all counseling contacts via telephone, in-person at home, in-person at site, and electronic contacts (e-mail, fax, etc.) for duplicated client counts.

<b>Fiscal Year (FY)</b>	<b>2.2 Estimated Number of Persons Reached at Public and Media Events</b>	<b>Goal Numbers</b>
2012-2013	40,000	1
2013-2014	40,000	1
2014-2015		
2015-2016		

**Note:** This includes the estimated number of attendees (e.g., people actually attending the event, not just receiving a flyer) reached through presentations either in person or via webinars, TV shows or radio shows, and those reached through booths/exhibits at health/senior fairs, and those enrolled at enrollment events, excluding public service announcements (PSAs) and printed outreach materials.

<b>Fiscal Year (FY)</b>	<b>2.3 Estimated Number of contacts with Medicare Status Due to a Disability Contacts</b>	<b>Goal Numbers</b>
2012-2013	11,315	1
2013-2014	11,315	1
2014-2015		
2015-2016		

**Note:** This includes all counseling contacts via telephone, in-person at home, in-person at site, and electronic contacts (e-mail, fax, etc.), duplicated client counts with Medicare beneficiaries due to disability, and not yet age 65.

<b>Fiscal Year (FY)</b>	<b>2.4 Estimated Number of contacts with Low Income Beneficiaries</b>	<b>Goal Numbers</b>
2012-2013	20,000	1
2013-2014	20,000	1
2014-2015		
2015-2016		

**Note:** This is the number of unduplicated low-income Medicare beneficiary contacts and/or contacts that discussed low-income subsidy (LIS). Low income means 150 percent of the Federal Poverty Level (FPL).

<b>Fiscal Year (FY)</b>	<b>2.5 Estimated Number of Enrollment Assistance Contacts</b>	<b>Goal Numbers</b>
2012-2013	19,000	1
2013-2014	19,000	1
2014-2015		
2015-2016		

**Note:** This is the number of unduplicated enrollment contacts during which one or more qualifying enrollment topics were discussed. This includes all enrollment assistance, not just Part D.

<b>Fiscal Year (FY)</b>	<b>2.6 Estimated Part D and Enrollment Assistance Contacts</b>	<b>Goal Numbers</b>
2012-2013	11,000	1
2013-2014	11,000	1
2014-2015		
2015-2016		

**Note:** This is a subset of all enrollment assistance in 2.5. It includes the number of Part D enrollment contacts during which one or more qualifying Part D enrollment topics were discussed.

<b>Fiscal Year (FY)</b>	<b>2.7 Estimated Number of Counselor FTEs in PSA</b>	<b>Goal Numbers</b>
2012-2013	29.4	1
2013-2014	29.4	1
2014-2015		
2015-2016		

**Note:** This is the total number of counseling hours divided by 2000 (considered annual fulltime hours), then multiplied by the total number of Medicare beneficiaries per 10K in PSA.

### **Section 3: HICAP Legal Services Units of Service (if applicable) <sup>5</sup>**

<b>State Fiscal Year (SFY)</b>	<b>3.1 Estimated Number of Clients Represented Per SFY (Unit of Service)</b>	<b>Goal Numbers</b>
2012-2013	300	1
2013-2014	300	1
2014-2015		
2015-2016		
<b>State Fiscal Year (SFY)</b>	<b>3.2 Estimated Number of Legal Representation Hours Per SFY (Unit of Service)</b>	<b>Goal Numbers</b>
2012-2013	350	1
2013-2014	350	1
2014-2015		
2015-2016		
<b>State Fiscal Year (SFY)</b>	<b>3.3 Estimated Number of Program Consultation Hours per SFY (Unit of Service)</b>	<b>Goal Numbers</b>
2012-2013	300	1
2013-2014	300	1
2014-2015		
2015-2016		

<sup>5</sup> Requires a contract for using HICAP funds to pay for HICAP Legal Services.